

WHAT IS CLAIMED IS:

1 2. *2* 1. A Web/Internet based reporting system for
2 *B1* communicating call detail information relating to
3 traffic pertaining to a customer's telecommunications
4 network to a client workstation via an integrated
5 interface, said system comprising:

6 client browser application located at said
7 client workstation for enabling interactive Web based
8 communications with said reporting system, said
9 client workstation identified with a customer and
10 providing said integrated interface;

11 at least one secure server for managing client
12 sessions over the Internet, said secure server
13 supporting a secure socket connection enabling
14 encrypted communication between said browser
15 application client and said secure server;

16 a report manager server in communication with
17 said at least one secure server for maintaining an
18 inventory of reporting items associated with a
19 customer, the reporting items comprising report data
20 types and report customization features for reports
21 to be generated for the customer;

22 a data retrieval device for retrieving customer
23 specific data from the customer's telecommunications
24 network at pre-determined times; and,

25 a requestor application enabling the customer to
26 communicate a data report request message via said
27 integrated interface to the report manager server,

28 said request message comprising a metadata
29 description of particular reporting items to be
30 retrieved, said metadata description of particular
31 reporting items being forwarded to said retrieval
32 device, and said retrieving device obtaining customer
33 specific data in accordance with the metadata
34 request,

35 whereby said customer-specific retrieved data
36 and said metadata description of said reporting items
37 are communicated to said client workstation and
38 utilized to generate a completed report for
39 presentation to said customer.

1 2. The reporting system as claimed in Claim 1,
2 wherein said requestor application for enabling
3 initiation of a communication further enables
4 presentation of a report request menu comprising user
5 selectable reporting options for said customer report
6 in accordance with predetermined customer
7 entitlements.

1 3. The reporting system as claimed in Claim 2,
2 wherein said requestor application further enables
3 user selection of one or more specific reporting
4 options for a desired report, and in response,
5 generates said report request message for
6 communication over a secure communications link via
7 said at least one secure server to said report
8 manager server.

1 C1 4. The reporting system as claimed in Claim 1,
2 wherein said data retrieval device includes a process
3 for obtaining call detail information generated from
4 a telecommunications network switch provided within
5 said customer's telecommunications network.

1 Sub. 5. The reporting system as claimed in Claim 4,
2 AM wherein said requestor applet further enables
3 customer scheduling of report request metadata
4 descriptions to be communicated from said report
5 manager to said retrieval device at a customer-
6 specified frequency.

1 Sub. 6. The reporting system as claimed in Claim 5,
2 CL wherein said secure web server further generates
3 report requestor applets for communication over said
4 secure communications link to said client
5 workstation, one of said requestor applets capable of
6 presenting said reporting items to a customer via
7 said report requestor application.

1 7. The reporting system as claimed in Claim 1,
2 wherein said customer specific data information
3 relates to a customer's telecommunication network
4 usage at user-specified time intervals.

1 8. The reporting system as claimed in Claim 1,
2 wherein said customer specific data information
3 relates to unpriced traffic call detail data.

1 9. The reporting system as claimed in Claim 8,
2 wherein said retrieval device includes a process for
3 generating statistical data based on retrieved
4 customer-specific call detail data.

1 10. The reporting system as claimed in Claim 9,
2 wherein said retrieval device communicates call
3 detail data in real-time to said client workstation
4 over said secure communication link.

1 11. The reporting system as claimed in Claim 1,
2 further including a report viewing device associated
3 with said client workstation for receiving said
4 metadata description of a requested report type and
5 corresponding retrieved customer specific data, and
6 generating said report for display at said interface.
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1 12. A method for communicating call detail
2 information relating to traffic pertaining to a
3 customer's telecommunications network to a client
4 workstation via an integrated interface, said method
5 comprising:

6 enabling interactive Web based communications
7 between said client workstation identified with a

8 customer and one or more secure servers over a secure
9 communications link, said Web based communications
10 including forwarding of report request messages and
11 associated report response messages back over said
12 secure communications link;

13 accessing reporting items based on a customer
14 entitlement information for a requested report to be
15 generated;

16 generating a corresponding response message
17 including a metadata description of said reporting
18 items for a requested report;

19 retrieving said customer-specific data from said
20 customer's telecommunications network in accordance
21 with said reporting items included in said metadata
22 description; and,

23 generating a completed report for said customer
24 from said metadata description of said reporting
25 items and said retrieved customer-specific data via
26 said integrated interface.

1 13. The method as claimed in Claim 12, further
2 including the step of presenting a report request
3 menu comprising various reporting options for said
4 customer in accordance with predetermined customer
5 entitlements, said reporting options including report
6 creation and customization of said reporting items.

1 14. The method as claimed in Claim 13, further
2 including the step of generating a report request

3 message in response to user selection of a specific
4 report option for communication over said secure
5 communications link, and communicating a response
6 message over said communications link for display at
7 said client workstation.

1 15. The method as claimed in Claim 14, wherein
2 said step of retrieving customer-specific data
3 includes the step of polling said telecommunications
4 network to obtain call detail records pertaining to a
5 customer's telecommunications traffic.

1 16. The method as claimed in Claim 15, further
2 including the step of specifying a polling interval
3 for retrieving customer-specific data from said
4 telecommunications network.

1 C 17. The method as claimed in Claim 16, further
2 including the step of scheduling the generation of a
3 report for said customer via said integrated
4 interface, said scheduling step including storing
5 reporting items included in a prior created metadata
6 report description and retrieving customer-specific
7 data for generation of a report according to the
8 stored reporting items at the scheduled time.

1 18. The method as claimed in Claim 17, further
2 including generating requestor applets for
3 communication over said secure communications link to

4 said client workstation, one of said applets
5 presenting reporting items to a requesting customer
6 via said interface.

19. The method as claimed in Claim 12, further
including the step of supporting encrypted
communication of report request messages and report
response messages between said client application and
a secure server over said secure communications link.